BUDGET 2005

Ministry of
Public Safety
and Solicitor General

SERVICE PLAN
2005/06 – 2007/08

BRITISH
COLUMBIA

www.gov.bc.ca

National Library of Canada Cataloguing in Publication Data
British Columbia. Ministry of Public Safety and Solicitor General.
Service Plan. — 2002/2003/2004/2005/2006/2007/2008 —

Annual.
ISSN 1705-4206 = Service plan — British Columbia.
Ministry of Public Safety and Solicitor General

1. British Columbia. Ministry of Public Safety and Solicitor General — Periodicals. 2. Criminal justice, Administration of — British Columbia — Periodicals. 3. Police administration — British Columbia — Periodicals. I. Title. II. Title: Ministry of Public Safety and Solicitor General Service Plan.

KEB430.A76B74 353.4'3'0971105 C2003-960025-4 KF3965.A8B74

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Ministry of Public Safety and Solicitor General,
please visit our website at
http://www.gov.bc.ca/pssg

Published by the Ministry of Public Safety and Solicitor General

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Message from the Minister and Accountability Statement

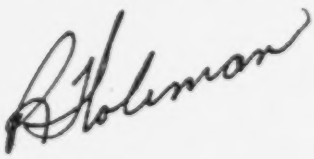
I am pleased to present the *Ministry of Public Safety and Solicitor General Service Plan 2005/06–2007/08*. This plan outlines our approach to continuing to fulfil the ministry's mission of ensuring the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs.

The ministry has achieved significant results during the 2004/05 fiscal year. These include: implementing the Amber Alert program in the province to help find abducted children; introducing new programs to reduce the incidence of drunk driving on our roads; building on the success of the bait car program by expanding it from Vancouver to other communities; enhancing resources for communities to better respond to emergencies and natural disasters; and, establishing the Business Practices and Consumer Protection Authority to strengthen support for consumers and promote fairness in the marketplace.

During the next three years the ministry will continue to promote public safety and fight crime throughout the province. In 2005/06, the province will invest in 215 additional RCMP officers in B.C. communities, including rural and First Nations communities. These additional resources will build on our other crime fighting initiatives and enhance the effectiveness of policing, from crime prevention to community building to solving murders and targeting organized crime.

The ministry has a skilled, committed staff dedicated to serving the public and achieving the strategic goals of the ministry. I am confident we will continue to work successfully with communities and with other agencies across government to enhance the safety and well-being of all British Columbians.

The 2005/06–2007/08 Ministry of Public Safety and Solicitor General Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. All material fiscal assumptions and policy decisions as of January 31, 2005, have been considered in preparing the plan, and I am accountable for achieving the specific objectives in the plan.



Honourable R. T. (Rich) Coleman
Solicitor General
Ministry of Public Safety and Solicitor General

January 31, 2005

105-04465/

Ministry Overview and Core Business Areas

The portfolio of the Ministry of Public Safety and Solicitor General includes law enforcement, corrections, crime prevention, victim services, liquor and gaming regulation, liquor distribution[1], consumer protection, driver safety, and emergency response and recovery. Five main areas within the ministry work together to fulfill the ministry's public safety mandate.[2]

Corrections protects communities through the safe custody and reintegration of adult offenders serving provincial terms of custody, serving community sentences, or on conditional release, as well as accused persons remanded into custody or released on bail supervision.

Policing and Community Safety superintends law enforcement in the province; provides victims of crime with services and benefits; assists communities with crime prevention; regulates the private security industry; and provides protective programs, coroners services, and emergency preparedness, response and recovery.

Compliance and Consumer Services administers programs related to driver fitness and dangerous drivers, monitors commercial vehicle industry carriers and professional drivers, maintains links with the newly established Business Practices and Consumer Protection Authority[3], and provides residential tenancy and film classification services.

Gaming Policy and Enforcement develops and manages gaming policy and legislation, standards, regulation, licensing, auditing, registration, and distribution of gaming proceeds. The branch oversees all horse racing in the province, is responsible for enforcement in all gaming sectors, and manages the province's responsible gambling strategy, including the Problem Gambling Program.

Liquor Control and Licensing regulates the manufacture and resale of liquor in licensed establishments in the province in order to improve the safety of communities by reducing harm caused by alcohol misuse.

A summary of financial and FTE resources for these core business areas is presented in the following section.

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[1] The Liquor Distribution Branch reports to the Crown Agencies Secretariat for performance planning and financial reporting purposes and publishes its own service plan and annual report, separate from those of the ministry. Publications of the Liquor Distribution Branch can be accessed at http://www.bcliquorstores.com/en/about/corp_publications.

[2] Detailed descriptions of the ministry's core business areas are available on the ministry's website at http://www.pssg.gov.bc.ca/relatedinitiativesandplanningprocesses/overview.html.

[3] The Business Practices and Consumer Protection Authority, a private, not-for-profit statutory corporation, assumed functions for enforcing consumer protection legislation from the former Consumer Services Division of the branch in July 2004.

Resource Summary

Core Business Areas	2004/05 Restated Estimates[1]	2005/06 Estimates	2006/07 Plan	2007/08 Plan
Operating Expenses ($000) by Business Area				
Corrections	173,039	181,048	185,924	188,232
Policing and Community Safety	249,553	286,401	284,876	285,976
Compliance and Consumer Services	35,521	35,153	34,766	34,659
Gaming Policy and Enforcement	14,892	14,606	14,540	14,540
Liquor Control and Licensing	1	1	1	1
Executive and Support Services[2]	3,661	3,707	4,029	4,218
***Emergency Program Act*[3]**	15,635	15,628	15,628	15,628
Statutory Services[4]	8,878	8,890	8,890	8,890
Total	**501,180**	**545,434**	**548,654**	**552,144**
Full-time Equivalents (Direct FTEs) by Business Area				
Corrections	1,735	1,796	1,842	1,868
Policing and Community Safety	245	263	263	255
Compliance and Consumer Services	402	382	382	383
Gaming Policy and Enforcement	116	116	116	116
Liquor Control and Licensing	104	104	104	104
Executive and Support Services	36	54	54	54
Total	**2,638**	**2,715**	**2,761**	**2,780**

[1] These amounts have been restated, for comparative purposes only, to be consistent with the presentation of the *2005/06 Estimates*. Schedule A of the *2005/06 Estimates* presents a detailed reconciliation.

[2] This core business area consists of the offices of the Minister, Deputy Minister and B.C. Board of Parole, including salaries, benefits and allowances and operating expenses. It also includes the budget for centralized support costs.

[3] The *Emergency Program Act* provides for response to and recovery from emergencies and disasters, and for disaster mitigation initiatives.

[4] Statutory Services encompasses the Forfeited Crime Proceeds Fund Special Account, the Inmate Work Program Special Account, and the *Victims of Crime Act* Special Account.

Core Business Areas	2004/05 Restated Estimates[1]	2005/06 Estimates	2006/07 Plan	2007/08 Plan
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000) by Business Area				
Corrections	2,324	2,776	3,581	3,149
Policing and Community Safety	1,679	1,214	975	357
Compliance and Consumer Services	2,655	3,330	2,046	2,066
Gaming Policy and Enforcement	320	370	420	420
Liquor Control and Licensing	330	1,150	890	580
Executive and Support Services	150	250	0	20
Statutory Services	93	93	93	93
Total	**7,551**	**9,183**	**8,005**	**6,685**
Capital Plan ($000)				
New/Replacement	2,200	0	0	0
Total	**2,200**	**0**	**0**	**0**
Other Financing Transactions ($000)				
Compliance and Consumer Services				
Receipts	0	100	100	100
Disbursements	1,500	0	0	0
Gaming Policy and Enforcement				
Receipts	431	456	484	514
Total Net Cash Source (Requirements)	**(1,069)**	**556**	**584**	**614**

[1] These amounts have been restated, for comparative purposes only, to be consistent with the presentation of the *2005/06 Estimates*. Schedule A of the *2005/06 Estimates* presents a detailed reconciliation.

Vision, Mission and Values

Vision

Our communities and homes are safe places.

Mission

The mission of the Ministry of Public Safety and Solicitor General is to ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs.

Values

With all government organizations, the ministry shares a commitment to affordability, efficiency, accountability, innovation and reform, and a healthy, supportive workplace.

In addition, the ministry strives to deliver its unique services in accordance with these values:

- Respect for the law
- Integration of services
- Community participation
- Risk management
- Self-regulation
- Balance of consumer protection with economic vitality.

Goals, Objectives, Strategies and Results

Government Strategic Goals

A strong and vibrant provincial economy
A supportive social fabric
Safe, healthy communities and a sustainable environment

Ministry Mission

To ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs

Ministry Goals	Ministry Objectives	Performance Measures/Indicators
1. Citizens and communities are protected from crime through: • adequate, accountable and effective policing; • protective programs for vulnerable adults, youth and children; • community-based crime prevention programs; • support for victims of crime; and, • safe management, supervision and rehabilitation of adult offenders.	1. Adequate levels of police services	Number of Provincial Police Service (PPS) members; Number of new policing initiatives and integration projects; Number of First Nations Policing Program members
	2. A common records management system for all police agencies in British Columbia	Percentage of population covered by police agencies using the Police Records Information Management Environment (PRIME)
	3. Effective protective programs for vulnerable adults, yoth and children	Number of business days for criminal record checks to be completed; Percentage of protection orders entered within 24 hours of receipt
	4. Communities have crime prevention and restorative justice programs	Number of Community Accountability Program (CAP) start-up grants awarded; Number of community-based, youth crime, violence, bullying and sexual exploitation projects funded
	5. Victims of crime are provided with timely information, assistance and support to reduce the impact of crime	Percentage increase in the number of victims, family members and others who receive victim services; Average time to adjudicate victim financial assistance/benefits
	6. Offenders are supervised and managed based on their risk to re-offend	Percentage of risk/needs assessments completed
	7. Programs are provided to address factors associated with re-offending behaviour	Percentage of offenders successfully completing core programs; Percentage of offenders who do not re-offend for two years following corrections supervision

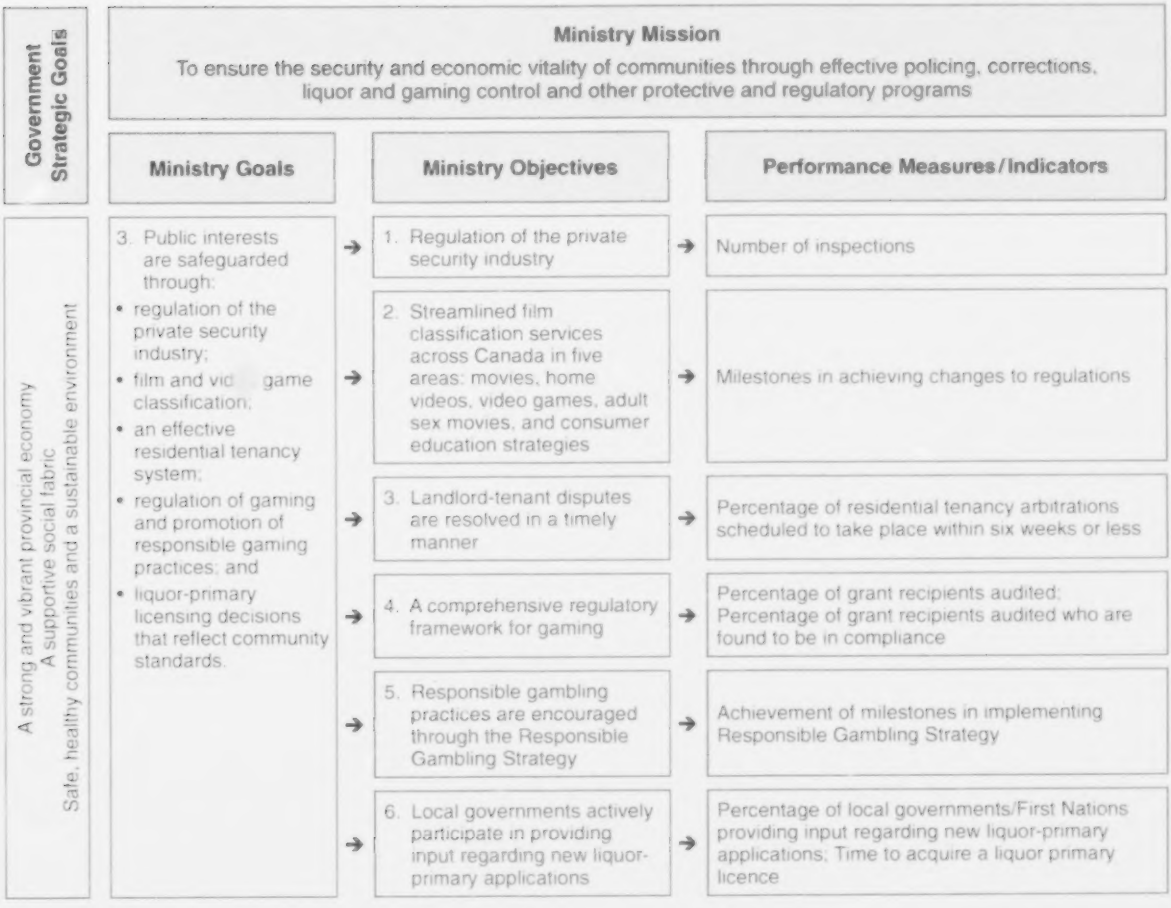
Government Strategic Goals

A strong and vibrant provincial economy
A supportive social fabric
Safe, healthy communities and a sustainable environment

Ministry Mission

To ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs

Ministry Goals	Ministry Objectives	Performance Measures/Indicators
2. Public safety is enhanced through: • emergency preparedness and response capacity; • coroners services; • programs to regulate dangerous and unfit drivers; • safety and enforcement of commercial vehicle operations; • reduced incidence of illegal gambling; and, • compliance with provincial liquor laws.	1. Minimized loss of life and economic impact from disasters and emergencies	Number of Temporary Emergency Assignment Management System (TEAMS) members ready for deployment
	2. Coroners' reports and Judgments of Inquiry are based on current, consistent and timely information	Percentage of coroners' cases completed within four months
	3. Increased road safety through a long-term strategic road safety plan	Milestones in developing and implementing inter-agency road safety plan; Serious injury and fatalities rate
	4. Effective road safety enforcement, education and programs to regulate the commercial transport industry	Variation from national average in the out-of-service (OOS) rate for commercial vehicles
	5. Reduced incidence of illegal gambling	Incidence of reported illegal gambling
	6. Improved industry cooperation to reduce problems associated with liquor misuse	Percentage of licensees found to be in compliance; Time to reach an enforcement decision or waiver


Government Strategic Goals
A strong and vibrant provincial economy
A supportive social fabric
Safe, healthy communities and a sustainable environment
Ministry Mission
To ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs
Ministry Goals
Ministry Objectives
Performance Measures/Indicators
3. Public interests are safeguarded through:
• regulation of the private security industry;
• film and vid game classification;
• an effective residential tenancy system;
• regulation of gaming and promotion of responsible gaming practices; and
• liquor-primary licensing decisions that reflect community standards.
1. Regulation of the private security industry
Number of inspections
2. Streamlined film classification services across Canada in five areas: movies, home videos, video games, adult sex movies, and consumer education strategies
Milestones in achieving changes to regulations
3. Landlord-tenant disputes are resolved in a timely manner
Percentage of residential tenancy arbitrations scheduled to take place within six weeks or less
4. A comprehensive regulatory framework for gaming
Percentage of grant recipients audited; Percentage of grant recipients audited who are found to be in compliance
5. Responsible gambling practices are encouraged through the Responsible Gambling Strategy
Achievement of milestones in implementing Responsible Gambling Strategy
6. Local governments actively participate in providing input regarding new liquor-primary applications
Percentage of local governments/First Nations providing input regarding new liquor-primary applications; Time to acquire a liquor primary licence

Goal 1: *Citizens and communities are protected from crime through:*

- ***adequate, accountable and effective policing;***
- ***protective programs for vulnerable adults, youth and children;***
- ***community-based crime prevention programs;***
- ***support for victims of crime; and,***
- ***safe management, supervision and rehabilitation of adult offenders.***

Protecting citizens and communities from crime is a central commitment of the Ministry of Public Safety and Solicitor General that is supported by the Policing and Community Safety Branch and the Corrections Branch.

Core Business Area: *Policing and Community Safety*

Objective 1: *Adequate levels of police services*

Adequate levels of police services are required to protect citizens and communities from crime and to respond to the changing nature of crime, including increases in organized crime across community, provincial and national boundaries and its expansion into all forms of criminal activity.

Key strategies intended to ensure adequate levels of police services across the province are to restructure police financing, support the integration of existing police services, increase the number of officers in the Provincial Police Service (PPS), and review the *Police Act* and the *Provincial Standards for Municipal Police Departments in British Columbia*. These initiatives will ensure that police services are delivered in the most effective and efficient way possible, avoiding duplication and yielding economies of scale in protecting the public. Another strategy is to implement new policing initiatives that will increase the ministry's capacity in such areas as supporting organized crime prosecutions, responding to high tech crime, and combating internet-based child exploitation.

The ministry will also continue efforts to negotiate new Community Tripartite (policing) Agreements (CTAs) with First Nations and the Federal government.[4] Additional CTAs are required to ensure that First Nations communities have police service levels equivalent to those of similar non-First Nations communities. Under these agreements, a First Nation receives a dedicated police member to work with the community. Best efforts are made for these positions to be staffed by Aboriginal officers.

To indicate progress toward achieving the objective of adequate levels of police services, the ministry will monitor the number of police officers in the PPS, the number of new policing initiatives implemented and integration projects completed, and the number of First Nations Policing Program members.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of PPS members	1,529	1,702	1,702	1,702
Number of new policing initiatives and integration projects	12 projects initiated and 6 completed	16 projects initiated and 9 completed	TBD	TBD
Number of First Nations Policing Program members	72	104	TBD	TBD

[4] New CTAs are dependent upon both the Province and the Federal government securing appropriate funding.

Objective 2: *A common records management system for all police agencies in British Columbia*

A common records management system for all police agencies enhances their effectiveness by allowing them to share information across the province. To achieve this objective, the ministry will continue implementation of the Police Records Information Management Environment (PRIME), an online data-sharing system that provides up-to-the-minute information about criminals and crimes, improving law enforcement across the province.

The percentage of police agencies using PRIME will be monitored to demonstrate progress in this area.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of population covered by police agencies using PRIME	30%	80%	100%	Base system enhanced

Objective 3: *Effective protective programs for vulnerable adults, youth and children*

Another key objective is the maintenance of protective programs to enhance public safety. A key strategy linked to this objective is efficiently maintaining the Protection Order Registry (POR), a confidential database containing all civil and criminal protection orders issued in British Columbia.[5] The goal of the registry is to contribute to the reduction of violence against vulnerable adults, youth and children through support of the enforcement of civil and criminal protection orders.

Conducting criminal record checks on individuals who work with children, as defined under the *Criminal Records Review Act*, is another strategy designed to meet the above objective. Criminal record checks are conducted to help protect children from physical and sexual abuse by ensuring that anyone who works with children or who has unsupervised access to children in the ordinary course of employment, or in the practice of an occupation, and who is employed by or licensed by, or receives operating funds from the provincial government undergoes a criminal record check. The *Criminal Records Review Act* makes criminal record checks mandatory for all current and new employees and licensees of such organizations.

To indicate efficiency in delivering protective programs, the ministry will monitor the time it takes for criminal record checks to be completed and the percentage of protection orders entered with 24 hours of receipt.

[5] A protection order is an order containing a condition that affords safety and security to a specified (named) person or persons. An order must contain a no contact, limited contact, or other protective condition to be considered a protection order.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of business days for criminal record checks to be completed	10 business days in 95% of cases[1]	9 business days in 95% of cases	8 business days in 95% of cases	7 business days in 95% of cases
Per cent of protection orders entered within 24 hours of receipt	98%	98%	98%	98%

[1] Approximately three per cent of criminal record checks go to adjudication and an additional two per cent are returned with incorrect information or delayed for other reasons.

Objective 4: *Communities have crime prevention and restorative justice programs.*

Research indicates that communities can become safer if they actively engage in programs designed to reduce the incidence of crime and repair the harm caused by criminal behaviour. The ministry therefore continues to provide funding and support to community-based crime prevention and restorative justice programs, and to work with stakeholders to promote awareness of and collaborative approaches to community safety and crime prevention.

To indicate progress toward achieving the above objective, the ministry will monitor the number of Community Accountability Program (CAP) start-up grants awarded. CAPs are community-based restorative justice programs designed to divert low-risk offenders from the traditional justice system while holding offenders accountable for their actions and repairing relationships harmed by criminal behaviour. The ministry will also monitor the number of community-based, youth crime, violence, bullying, and sexual exploitation projects funded to indicate levels of support to schools and communities in working toward enhancing community safety.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Total number of CAP start-up grants awarded	84	87	88	90
Number of community-based, youth crime, violence, bullying, and sexual exploitation projects funded	250	255	260	265

Objective 5: *Victims of crime are provided with timely information, assistance and support to reduce the impact of crime.*

Victims of crime require a range of supports and services as they participate in the justice system. Key strategies designed to meet the objective of timely information, assistance and support to reduce the impact of crime include: offering information, referrals and practical support to victims of crime and their families through victim service programs; administering the *Crime Victim Assistance Act* to ensure that victims have access to financial assistance and other benefits; notifying impacted victims of end-of-sentence release of identified offenders; providing training and support to victim service workers; and increasing public awareness of the services available to victims of crime.

To indicate performance in this area, the ministry will monitor: the percentage increase in the number of victims, family members and others who receive victim services; and the average time to adjudicate financial assistance/benefits for victims of crime.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent increase in the number of victims, family members and others who receive victim services	Establish baseline	2% increase from 2004/05	2% increase from 2005/06	2% increase from 2006/07
Average time to adjudicate victim financial assistance/ benefits	9 months	6 months	5 months	5 months

Core Business Area: *Corrections*

Objective 6: *Offenders are supervised and managed based on their risk to re-offend.*

A key objective of the ministry is to ensure that offenders are supervised and managed based on their risk to re-offend. To effectively and efficiently supervise offenders while they are under court orders, and to achieve reductions in re-offending behaviour over the long term, it is critical to understand the risk an offender poses to society and how that risk can best be addressed. More than 20 years of correctional research have resulted in the development of standardized, validated risk/needs assessment tools that can reliably provide this information. Therefore, to achieve the above objective, the ministry conducts offender risk/needs assessments to determine appropriate supervision, and monitors the percentage of offenders for whom risk/needs assessments have been conducted.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of risk/ needs assessments completed	91%	95%	95%	95%

Objective 7: *Programs are provided to address factors associated with re-offending behaviour.*

Risk/needs assessments are also used to establish case management plans to address a number of dynamic risk factors that are associated with re-offending behaviour (e.g., substance abuse). Correctional research has confirmed that providing programs that target these factors among higher-risk offenders can reduce re-offending behaviour. Another key strategy of the ministry is therefore to develop and deliver core programs to offenders according to their case management plans.[6]

The ministry monitors the percentage of offenders successfully completing core programs to provide information on the short-term outcome of these programs as it is critical for offenders to attend and complete the programming designed to assist them in addressing their criminal behaviour.

The percentage of offenders who do not re-offend for two years following corrections supervision is also tracked to indicate the overall effectiveness of the justice system in deterring and rehabilitating adult offenders. However, criminal behaviour is a highly complex phenomenon involving many different individual and socio-economic factors and success in reducing recidivism is therefore not under the exclusive control of any one ministry. Reduction in re-offending behaviour is a multifaceted outcome that involves all components of the justice system as well as many other aspects of government (such as health, education and social services) and factors that are external to government control.

[6] Core programs currently provided are Cognitive Skills, Educational Upgrading, Respectful Relationships, Relapse Prevention for Sex Offenders, Substance Abuse Management, and Violence Prevention. A new Living Skills program is also being developed.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of offenders successfully completing core programs	70%	75%	75%	75%
Per cent of offenders who do not re-offend for two years following corrections supervision[1]	65%	65%	65%	65%

[1] This measure is based on a two-year rolling average of all offenders who have been sentenced for another offence within the two-year time period tracked. Consequently, for any given year, the data presented are for two years prior.

Goal 2: *Public safety is enhanced through:*

- ***emergency preparedness and response capacity;***
- ***coroners services;***
- ***programs to regulate dangerous and unfit drivers;***
- ***safety and enforcement of commercial vehicle operations;***
- ***reduced incidence of illegal gambling; and,***
- ***compliance with provincial liquor laws.***

A second important goal of the ministry is enhanced public safety through protective and regulatory programs delivered by the Policing and Community Safety, Compliance and Consumer Services, Gaming Policy and Enforcement, and Liquor Control and Licensing Branches.

Core Business Area: *Policing and Community Safety*

Objective 1: *Minimized loss of life and economic impact from disasters and emergencies*

A significant objective of the ministry is reduced harm caused by disasters and emergencies. Key strategies to achieve this objective include: providing leadership to the provincial emergency structure during emergencies and disasters; improving capacity to prepare for, respond to and recover from emergencies and disasters, including implementation of the Filmon recommendations resulting from the 'Firestorm 2003' review; and assisting local governments and First Nations communities in preparing for emergencies and disasters through technical support, training and education.

To indicate response capacity, the ministry tracks the number of Temporary Emergency Assignment Management System (TEAMS) members ready for deployment in an emergency. This system was initiated to improve the province's emergency response capacity. TEAMS members are selected from across all ministries and provided with training in emergency management.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of TEAMS members ready for deployment	120	120	120	120

Objective 2: *Coroners' reports and Judgments of Inquiry based on current, consistent and timely information*

The Coroners Service investigates all sudden and unexpected, unexplained or unattended deaths, makes recommendations to improve public safety through preventative measures, and helps people deal with the trauma of death through provision of timely and accurate information. To most effectively improve public safety and assist the public, coroners' cases must be completed in a timely fashion and be based on current, consistent and timely information. Key strategies designed to achieve this objective include: redesigning the Coroners Case Management System (TOSCA); providing ongoing training to all coroners; providing coroners with electronic access to field investigation protocols; and conducting a feasibility study on development of a Centre for Excellence for Forensic Sciences.

To indicate performance in this area, the ministry monitors the percentage of coroners' cases that are completed within four months.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of coroners' cases completed within 4 months	70%	80%	80%	80%

Core Business Area: *Compliance and Consumer Services*

Objective 3: *Increased road safety through a long-term strategic road safety plan*

In 2000, British Columbia endorsed the national Road Safety Vision 2010 and while agencies continue to develop and implement initiatives to increase road safety, a strategic plan with defined and measurable actions is needed to facilitate a coordinated approach.

A key strategy of the ministry is to work with the Insurance Corporation of British Columbia (ICBC) and the Ministry of Transportation to develop and implement a long-term strategic road safety plan for the province in consultation with government and non-government stakeholders, including strategic actions to achieve provincial and national goals.

The ministry will track milestones in developing and implementing the new safety plan, and will monitor changes in the serious injury and fatalities rate.[7]

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Milestones in developing and implementing inter-agency road safety plan	Plan developed	Plan adopted	Plan reviewed and revised	Plan reviewed and revised
Serious injury and fatalities rate	The ministry is working with ICBC to identify the most accurate and appropriate method for establishing the rate.	Targets to be identified after baseline rate is established.	TBD	TBD

Objective 4: *Effective road safety enforcement, education and programs to regulate the commercial transport industry*

The ministry establishes and enforces standards that govern British Columbia's commercial transport industry. Key strategies linked to the above objective include implementing identified improvements to commercial transport safety regulations, continuing actions to increase cooperation and reduce overlap between enforcement agencies, and introducing systems improvements to enhance the quality and timeliness of commercial vehicle safety data for law enforcement.

To indicate the effectiveness of regulation enforcement and the industry's level of compliance with maintenance standards, the ministry monitors the variation from the national average in the out-of-service (OOS) rate for commercial vehicles.[8]

[7] The serious injuries and fatalities rate is defined as the ratio of serious injuries and deaths to the number of serious crashes in British Columbia as recorded by ICBC.

[8] The OOS rate is the percentage of commercial vehicles randomly inspected that are found to have serious safety violations and are taken out of service.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Variation from national average in OOS rate for commercial vehicles	+/- 2% of national average	+/- 2% of national average	+/- 2% of national average	+/- 2% of national average

Core Business Area: *Gaming Policy and Enforcement*

Objective 5: *Reduced incidence of illegal gambling*

Reduced incidence of illegal gambling is an important objective of the ministry and a key strategy to achieve the objective is to fully implement the Illegal Gambling Strategy, including: fully operationalizing the Integrated Illegal Gambling Enforcement Team, composed of RCMP and ministry investigators; implementing a ticket violation program for gaming offences to reduce unnecessary court time; working with the RCMP and other law enforcement agencies to better identify and prosecute offenders; operationalizing a decision-making framework for investigations; and developing a policy framework for internet gaming.

To assess progress toward reduced incidence of illegal gambling, the ministry will establish a baseline incidence rate of reported illegal gambling and monitor changes in that rate.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Incidence of reported illegal gambling	N/A — newly developed measure	Establish baseline	Reduce incidence of reported illegal gambling by 2% from 2005/06	Reduce incidence of reported illegal gambling by 2% from 2006/07

Core Business Area: *Liquor Control and Licensing*

Objective 6: *Improved industry cooperation to reduce problems associated with liquor misuse*

Liquor industry members have a legal responsibility to minimize harm to their customers and to any individual or community affected by the consumption of liquor in their establishments. Key strategies designed to achieve the objective of improved industry cooperation to reduce problems associated with liquor misuse include: creating tools to identify high-risk establishments in consultation with local governments, police, schools and licensees; targeting inspection resources on high-risk establishments and focusing

inspections and investigations on service to minors, over-service, overcrowding and illicit alcohol; strengthening server training components relating to service to minors and over-service; and streamlining enforcement processes.

To indicate performance in this area the ministry tracks the percentage of licensees found to be in compliance when inspections are conducted and, in cases of non-compliance, the length of time to reach an enforcement decision or waiver.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of licensees found to be in compliance	92%	94%	94%	94%
Time to reach an enforcement decision or waiver	3 months	3 months	3 months	3 months

Goal 3: *Public interests are safeguarded through:*

- ***regulation of the private security industry;***
- ***film and video game classification;***
- ***an effective residential tenancy system;***
- ***regulation of gaming and promotion of responsible gaming practices; and,***
- ***liquor-primary licensing decisions that reflect community standards.***

The ministry also ensures that public interests are safeguarded through regulatory programs delivered through the Policing and Community Safety, Compliance and Consumer Services, Gaming Policy and Enforcement, and Liquor Control and Licensing Branches.

Core Business Area: *Policing and Community Safety*

Objective 1: *Regulation of the private security industry*

Effective regulation of the private security industry is another important objective of the ministry, and key strategies linked to this objective include conducting inspections of private security agencies, and continuing consultation on enhanced legislation governing the private security industry for proposed introduction in 2005/06.

While a large segment of the security industry is covered by the current *Private Investigators and Security Agencies Act*, there are areas that remain unregulated. The ministry is reviewing the legislation to determine how the protection of public interests can best be enhanced.

The number of security industry inspections is monitored by the ministry.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Number of inspections	600	600	600	600

Core Business Area: *Compliance and Consumer Services*

Objective 2: *Streamlined film classification services across Canada in five areas: movies, home videos, video games, adult sex movies, and consumer education strategies*

In conjunction with the other provinces, British Columbia has developed a comprehensive plan on ways to modernize Canada's film classification regime to reflect new trends in film and video game markets and to improve service delivery to consumer and industry clients. The film classification plan recommends harmonizing statutory powers and standards as interim steps towards a more uniform and consistent film classification system across Canada. This will also create efficiencies by minimizing the duplication of services.

The national plan also recommends that a common set of guidelines be developed to improve consistency across the provinces in terms of interpretation and application of ratings on the same film titles. It was also recognized that harmonized standards lend greater consumer awareness to the classification process and provide greater continuity to both the industry and consumers for the classification of any title.

Key strategies linked to the above objective include: recommending standard classification for presentation to provincial ministers; working with other provinces and the industry to develop enabling legislation and/or regulations to recognize common classification standards and enable consolidation of services; and developing contracts to consolidate services for each of these areas and eliminate overlap.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Milestones in achieving changes to regulations	Legislation amended to allow "designated classification agency" and repealed *Video Games Act*	Pilot adult video classification for other provinces	TBD	TBD

Objective 3: *Landlord-tenant disputes are resolved in a timely manner.*

Another important objective of the ministry is an effective residential tenancy system in which landlord-tenant disputes are resolved in a timely manner. Key strategies to meet this objective include improving the quality of residential tenancy information, and providing information and services efficiently through systems improvements. With improved access to and quality of residential tenancy information, parties are more likely to resolve disputes between themselves, thereby reducing demand on the arbitration system and in turn improving access for those parties who remain in dispute. For those who remain in dispute, improved information resources may ensure they are better prepared for arbitration.

To indicate progress toward achieving the above objective, the ministry monitors the percentage of residential tenancy arbitrations scheduled to take place within six weeks or less.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Per cent of residential tenancy arbitrations scheduled to take place within six weeks or less	92%	92%	93%	94%

Core Business Area: *Gaming Policy and Enforcement*

Objective 4: *A comprehensive regulatory framework for gaming*

It is in the public interest that gaming is conducted within a strong regulatory framework that balances economic activity with the responsible management and delivery of gaming. Key strategies linked to that objective include: evaluating grant and licencing policies, including the effectiveness of community organizations' access to gaming revenue; continuing to develop, implement and enforce public interest standards; and fully implementing an audit and compliance framework that includes allocating resources based on sound risk management principles, monitoring British Columbia Lottery Corporation's compliance with provincial requirements regarding the conduct and management of commercial gaming, auditing licenced gaming events and use of gaming proceeds, and delivering educational programs to increase compliance with gaming legislation and policies.

To assess performance in this area, the ministry tracks the percentage of grant recipients audited, and the percentage of those audited that are found to be in compliance. The ministry undertakes to audit all commercial casinos and registered raffle licensees annually, to audit commercial bingo halls and major ticket raffle licensees every two years, and to audit charities receiving over $50,000 in grants every four years.

Performance Measures	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of grant recipients audited[1]	• 100% of commercial casinos and registered raffle licensees • 50% of commercial bingo halls and major ticket raffle licensees • 25% of charities receiving over $50,000 in grants	• 100% of commercial casinos and registered raffle licensees • 50% of commercial bingo halls and major ticket raffle licensees • 25% of charities receiving over $50,000 in grants	• 100% of commercial casinos and registered raffle licensees • 50% of commercial bingo halls and major ticket raffle licensees • 25% of charities receiving over $50,000 in grants	• 100% of commercial casinos and registered raffle licensees • 50% of commercial bingo halls and major ticket raffle licensees • 25% of charities receiving over $50,000 in grants
Percentage of grant recipients audited who are found to be in compliance	75%	80%	85%	85%

[1] As the percentage of licensees and grant recipients is increasing from year to year, the targets identified for this measure represent an increased number of audits conducted annually.

Objective 5: *Responsible gambling practices are encouraged through the Responsible Gambling Strategy.*

The continued development and implementation of the Responsible Gambling Strategy is designed to reduce the harmful impacts of excessive gambling and encourage responsible gambling practices and healthy choices. Key strategies include: increasing emphasis and efforts in prevention, research and evaluation; fully developing the Partnership for Responsible Gambling by establishing responsibilities of local governments, service providers and other major stakeholders; reviewing service delivery and contract management of province-wide problem gambling treatment and prevention services; and increasing awareness of the responsible gambling initiatives and treatment services available to those with a gambling problem.

The ministry will monitor progress toward achieving milestones in implementation of the Responsible Gambling Strategy.

Performance Measure	2004/05 Estimate / Base	2005/06 Target	2006/07 Target	2007/08 Target
Achievement of milestones in implementing Responsible Gambling Strategy	N/A — newly developed measure	• Service providers and municipalities assume responsibility for Partnership for Responsible Gambling • Media awareness campaign conducted to promote awareness of Problem Gambling Services	• 10% increase in number of joint initiatives delivered as part of Partnership for Responsible Gambling Strategy • Media campaign expanded to include major media	• 10% increase in number of joint initiatives delivered as part of Partnership for Responsible Gambling Strategy

Core Business Area: *Liquor Control and Licensing*

Objective 6: *Local governments actively participate in providing input regarding new liquor-primary applications.*

The ministry works with communities to ensure that new liquor-primary licences issued reflect public interests. Key strategies include: providing local governments with community health indicators to facilitate more effective assessment of licence applications; setting terms and conditions for hours, size and entertainment that are consistent with community standards; and streamlining licensing processes.

The ministry monitors the percentage of local governments/First Nations providing input on liquor-primary licence applications to indicate levels of local participation in liquor control decisions. Time to acquire a liquor-primary licence is also tracked to indicate success in streamlining licensing processes. Streamlined licensing processes allow resources to be focused on providing local governments/First Nations with the information they need to effectively review and provide input on applications.

Performance Measures	2004/05 Estimate/Base	2005/06 Target	2006/07 Target	2007/08 Target
Percentage of local governments/ First Nations providing input regarding new liquor-primary applications	75%	80%	80%	80%
Time to acquire a liquor-primary licence	5 months	4 months	3 months	3 months

Related Initiatives and Planning Processes

Deregulation and Regulatory Reform

The ministry will continue to support the shift from prescriptive regulations to results-based regulations within its public safety mandate. The number of regulatory requirements determined for June 2004 is set as the baseline and the target for the following three years is a zero per cent increase in the number of regulatory requirements.

Performance Measure	2004/05 Estimate/Base	2005/06 Target	2006/07 Target	2007/08 Target
Regulatory requirements maintained at June 2004 level	21,341	21,341	21,341	21,341

Overviews of Human Resource Management Plan and Information Resource Management Plan

Overviews of the ministry's Human Resource Management Plan and Information Resource Management Plan are available on the ministry website at http://www.pssg.gov.bc.ca/relatedinitiativesandplanningprocesses/overview.html.